

PATENT ASSIGNMENT

Electronic Version v1.1
 Stylesheet Version v1.1

SUBMISSION TYPE:	CORRECTIVE ASSIGNMENT										
NATURE OF CONVEYANCE:	Corrective Assignment to correct the inventor's name from Gret Gianforte to Greg Giantforte previously recorded on Reel 013373 Frame 0601. Assignor(s) hereby confirms the inventor's name is Greg Gianforte.										
CONVEYING PARTY DATA											
<table border="1"> <thead> <tr> <th>Name</th> <th>Execution Date</th> </tr> </thead> <tbody> <tr> <td>Douglas K. Warner</td> <td>09/30/2002</td> </tr> <tr> <td>James Neal Richter</td> <td>09/30/2002</td> </tr> <tr> <td>Stephen D. Durbin</td> <td>09/30/2002</td> </tr> <tr> <td>Greg Gianforte</td> <td>09/30/2002</td> </tr> </tbody> </table>		Name	Execution Date	Douglas K. Warner	09/30/2002	James Neal Richter	09/30/2002	Stephen D. Durbin	09/30/2002	Greg Gianforte	09/30/2002
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Douglas K. Warner	09/30/2002										
James Neal Richter	09/30/2002										
Stephen D. Durbin	09/30/2002										
Greg Gianforte	09/30/2002										
RECEIVING PARTY DATA											
Name:	RightNow Technologies, Inc.										
Street Address:	77 Discovery Drive										
City:	Bozeman										
State/Country:	MONTANA										
Postal Code:	59718-9300										
PROPERTY NUMBERS Total: 1											
<table border="1"> <thead> <tr> <th>Property Type</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Application Number:</td> <td>10266180</td> </tr> </tbody> </table>		Property Type	Number	Application Number:	10266180						
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Application Number:	10266180										
CORRESPONDENCE DATA											
Fax Number:	(650)326-2422										
Phone:	(650)326-2400										
Email:	mchacon@kilpatricktownsend.com										
<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent via US Mail.</i>											
Correspondent Name:	William J. Daley										
Address Line 1:	Two Embarcadero Center										
Address Line 2:	Eighth Floor										
Address Line 4:	San Francisco, CALIFORNIA 94111										
ATTORNEY DOCKET NUMBER:	88325-833706 (123600US)										

OP \$40.00 10266180

NAME OF SUBMITTER:

William J. Daley

Total Attachments: 7

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10-16-2002

Attorney Docket No. RNOT.94843

FORM PTO-1595



U.S. DEPT. OF COMMERCE
PATENT AND TRADEMARK OFFICE

102249922

To The Honorable Commissioner of Patents and Trademarks: Please record the attached original documents or copy thereof.

11002 U.S. PTO
10/266180
10/07/02

1. Name of conveying party(ies):
Douglas K. Warner
James Neal Richter
Stephen D. Durbin
Gret Gianforte
10/7/02
Additional name(s) of conveying party(ies) attached?
 Yes No

2. Name and address of receiving party(ies):
Name: RightNow Technologies, Inc.
Internal Address:
Street Address: 77 Discovery Drive
City: Bozeman
State: Montana
Zip: 59718-9300
Additional name(s) & address(es) attached? Yes No

3. Nature of Conveyance:
 Assignment Merger
 Security Agreement Change of Name
 Other: _____
Execution Date: September 30, 2002

4. Application number(s) or patent number(s): *10/266180*
If this document is being filed together with a new application, the execution date of the application is: ___
A. Patent Application No.(s):
B. Patent No.(s):
Additional numbers attached? Yes No

5. Name and address of party to whom correspondence concerning document should be mailed:
Name: William B. Kircher
Internal Address: Shook, Hardy & Bacon L.L.P.
One Kansas City Place
Street Address: 1200 Main Street
City: Kansas City
State: Missouri
Zip: 64105-2118

6. Total number of applications and patents involved: 1
7. Total fee (37 CFR 3.41) \$40.00
 Enclosed
 Authorized to be charged to deposit account
8. Deposit Account No.: 19-2112
(Attach duplicate copy of this page if paying by deposit account)

10/16/2002 TDIAZ1 00000004 10266180
01 FC:8021 40.00 EP

DO NOT USE THIS SPACE

9. Statement and signature.
To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

Name of person signing Ladi O. Shogbamimu Signature *[Signature]* Date 10/07/02
Total number of pages including cover sheet, attachments, and document: 6

Mail documents to be recorded with required cover sheet information to:
Box Assignments, Under Secretary of Commerce for Intellectual Property
and Director of the U.S. Patent and Trademark Office
Washington, D.C. 20231

ASSIGNMENT


WHEREAS, we, Douglas K. Warner, of 9717 Cougar Drive, Bozeman, Montana 59718, in the County of Gallatin; James Neal Richter of ^{2411 B WHEELER} ~~8605 Ricky Drive~~, Bozeman, Montana 59718, in the County of Gallatin; Stephen D. Durbin, of ~~615 East Lamme Street~~ ^{1215 S. Grand Avenue}, Bozeman, Montana 59715, in the County of Gallatin; and Greg Gianforte of 1320 Manley Road, Bozeman, Montana 59718, in the County of Gallatin, have invented certain new and useful improvements in "METHOD FOR ROUTING ELECTRONIC CORRESPONDENCE BASED ON THE LEVEL AND TYPE OF EMOTION CONTAINED THERIN" for which we are about to make application for Letters Patent of the United States; and

WHEREAS, RightNow Technologies, Inc., a corporation duly organized under the laws of the State of Montana, and having its principal place of business at 77 Discovery Drive, Bozeman, Montana 59718, County of Gallatin and State of Montana, is desirous of acquiring an interest in, to and under said invention, said application and any and all Letters Patent which may be granted for or upon said invention in the United States of America and all countries foreign thereto;

NOW, THEREFORE, to all whom it may concern, be it known that for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, we, Douglas K. Warner, James Neal Richter, Stephen D. Durbin and Greg Gianforte, have sold, assigned and transferred, and by these presents do sell, assign and transfer unto said RightNow Technologies, Inc. the full and exclusive right, title and interest, throughout the world, in, to and under said invention as fully set forth and described in the specification prepared and executed by us on even date herewith preparatory to obtaining Letters Patent of the United States therefor; in, to and under said application; in, to and under any and all refilings, divisions and continuations of said application; in, to and under any and all Letters Patent of the United States of America which may issue from said application,

refilings, divisions and continuations; in, to and under any and all reissues of said Letters Patent of the United States of America; in, to and under any and all applications for Letters Patent upon said invention which may hereafter be filed in any and all countries foreign to the United States of America; in, to and under any and all refilings, divisions and continuations of said foreign-filed applications; in, to and under any and all Letters Patent of countries foreign to the United States of America, which may issue from the said foreign-filed applications, refilings, divisions and continuations; and in, to and under any and all extensions of, and additions to, said Letters Patent of countries foreign to the United States of America, the same to be held and enjoyed by said RightNow Technologies, Inc. for its own use and behoof, and for its successors, legal representatives and assigns, to the full end of the term for which said Letters Patent may be granted, and we do hereby authorize and request the Commissioner of Patents to issue the said Letters Patent in accordance with this assignment.

EXECUTED this 30th day of September, 2002.


 Douglas K. Warner

STATE OF MONTANA :
 : ss.
 COUNTY OF GALLATIN:

Before me personally appeared Douglas K. Warner to me known to be the person described in, and who executed the foregoing instrument, and he duly acknowledged to me that he executed the same for the uses and purposes therein set forth, on the day and year aforesaid.



 Notary Public Vicki Pollington

SEAL

My Commission Expires:

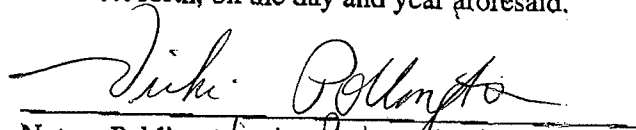
2/12/2006

EXECUTED this 30th day of September, 2002.


James Neal Richter

STATE OF MONTANA :
: ss.
COUNTY OF GALLATIN:

Before me personally appeared James Neal Richter to me known to be the person described in, and who executed the foregoing instrument, and he duly acknowledged to me that he executed the same for the uses and purposes therein set forth, on the day and year aforesaid.

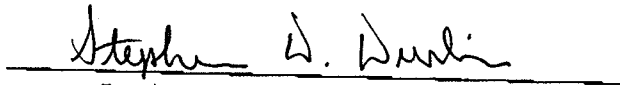

Notary Public Vicki Pollington

SEAL

My Commission Expires:

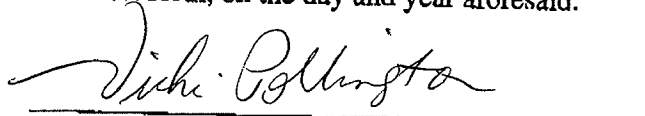
2/12/2006

EXECUTED this 30th day of September, 2002.


Stephen D. Durbin

STATE OF MONTANA :
: ss.
COUNTY OF Gallatin:

Before me personally appeared Stephen D. Durbin to me known to be the person described in, and who executed the foregoing instrument, and he duly acknowledged to me that he executed the same for the uses and purposes therein set forth, on the day and year aforesaid.


Notary Public Vicki Pollington

SEAL

My Commission Expires:

2/12/2002

